

File supply

STATINTL

Chief, [REDACTED]

20 July 1950

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Acting Chief, [REDACTED]

Typewriter Repair Procedure

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1. Service to typewriting machines within the Agency, which is the primary function of the [REDACTED] will be performed in accordance with the following procedure. The functions of this Unit will be divided into two categories, namely, Service Calls and Shop Work.

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2. Service Calls: Service calls will be made upon receipt of all requests (telephonic or requisition) to determine the extent of repairs required. Such action, which will be completed in a period of 16 hours, is intended to provide a more expeditious service on minor repairs, conserve transportation facilities and manpower in transporting machines to the Typewriter Repair Shop for minor repairs and to eliminate the issuance of replacement machines.

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a. The Assistant Supervisor, [REDACTED] will perform service calls, whereas the Supervisor will remain in the shop in order that ample supervision may be afforded in the shop. In the absence of the Assistant Supervisor, [REDACTED] another repairman will be dispatched by the Supervisor, [REDACTED]

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b. Telephonic requests for service calls will be immediately recorded on Form No. 36-21, Request for Pickup and Delivery. More detailed information concerning the use of this form will be provided under paragraph 3 below.

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c. Prior approval will be required on all requests received on Form No. 36-7, Request for Supplies, Equipment or Services, from either the Chief or Assistant Chief, [REDACTED]

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d. Service calls will not exceed more than one half hour per machine and will be made only for minor repairs. In the event it is determined that more extensive work such as overhauling or cleaning is required, the repairman will inform the using activity at that time to submit a requisition for the

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work to be performed, if not previously issued, to the Chief, [redacted] If the using office is of a high priority level and the work is requested immediately, prior approval of the Chief or Assistant Chief, [redacted] will be obtained before exceeding the time limit or proceeding with major repairs in the using office.

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3. Use of Form No. 36-21. Request for Pickup or Delivery: Form No. 36-21, Request for Pickup or Delivery, previously referred to in paragraph 2, will be prepared in duplicate and will be used as a basis for all service calls in accordance with the following:

a. Upon receipt of a request, verbal or written, either the time of the telephonic request or the time entered on the reverse side of the requisition by the time and date stamp in the Office of the Chief, will be noted under SPECIAL INSTRUCTIONS.

b. The repairman making the call will retain the original copy of Form No. 36-21 while a duplicate will remain in the Type-writer Repair Shop for informational purposes as to where the repairman is and what work is in progress in the event of any inquiries.

c. The repairman making the calls will record the time required for the repairs to each machine in the space allotted for time on Form No. 36-21.

d. Upon completion of the work, the repairman will obtain the signature of the person for whom the work has been performed in the space allotted for RECEIVING OFFICIAL.

e. The repairman making the service call will, in turn, sign his name in the space allotted for DRIVER or FOREMAN, and he will, in turn, note any comments or findings on the reverse side of Form No. 36-21.

4. Shop Work: Shop work will be performed in accordance with the following:

a. All machines will be examined on service calls prior to being transported to the shop for repairs.

b. Shop work will include all work which cannot be performed within the limitations established for service calls as prescribed above.

c. All shop work will be performed under the supervision of the Supervisor, [] and, in his absence, the Assistant Supervisor.

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d. Shop work will be performed upon receipt of Form No. 36-7, Request for Supplies, Equipment or Services, prepared in triplicate, from the requesting office which has been approved by either the Chief or Assistant Chief, []

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e. Upon effecting pickup of the unserviceable machine, two copies of Form No. 36-7 will be stamped "Unserviceable machine, serial No. _____, picked up for repairs by Typewriter Repair Shop _____", and signed by the repairman.

Signature

One copy will be furnished the custodian of the machine, and one copy will be directed to the appropriate accountable officer. Upon delivery of the repaired machine, the recipient will sign the original Form No. 36-7 which will be maintained in the files of the []

f. Machines to be brought into the shop will be picked up and delivered in accordance with current delivery schedules.

5. Reporting Damaged Property: In the event a repairman finds a machine, in the process of making a service call or working in the shop, which has a broken frame or other severe damages which are questionable as to whether the cause of the damages were fair wear and tear, said repairman will not make any repairs to the machine, but will report same to the Supervisor, [] for transmittal to the Audit Group, Services Division for investigation of the circumstances surrounding such damages.

a. If such damages are noted in the office on service calls, machines will not be brought into the shop until written clearance is indicated by the Audit Group on the original copy of Form No. 36-7.

6. Monthly Report: The following information will be submitted in a monthly report from the [] to the Chief, [] on the 28th of each month.

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- a. Number of requisitions received during month.
- b. Number of requisitions completed during month.
- c. Number of requisitions on hand.
- d. Overhaul and shop work.
- e. Service calls.
- f. Total number of machines repaired.

- g. Estimated dollar value of all work.
- h. Individual work production for each employee.

(1) In order to provide accurate information for this report, each repairman will maintain an individual book indicating each day in the month and the serial numbers of the machines worked on that day, and whether the repair was shop work or service call.

7. Any suggested revisions to the procedure prescribed above will be directed to this office for consideration and final approval.



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APPROVED:



Chief, Services Division

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